GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:1639
ANSWERED ON:10.08.2011
MALPRACTICES IN PASSPORT OFFICES
Biju Shri P. K.

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether there are complaints about malpractices in issuing passports in passport offices in the country;

(b) if so, the details thereof for the last three years including the action taken on such complaints, State-wise and year-wise; and

(c) the number of passports issued on the recommendations of authorised signatories during the above period, year-wise and State-wise?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SMT. PRENEET KAUR)

(a) & (b) Few complaints have come to our notice. Responses and inputs as gathered on the matter from the Passport Offices for the last three years are enclosed at ANNEXURE-A.

Following steps have been taken to curb such practices:

(i) sanctioning prosecution by the concerned investigating agencies; appropriate departmental action against the errant officials;

(ii) In addition to a Complaint Cell in each Passport Office, a Vigilance Unit has been set up in the Central Passport Organization. This Unit monitors the vigilance related matters and takes cognizance of corruption and malpractice cases for appropriate action and conducts periodic vigilance inspections of Passport Offices.

(iii) Launching of Passport Seva Projects (PSP) which will ensure passport-related services to the citizens in a friendly, timely, transparent, more accessible manner and in comfortable environment through streamlined processes. The PSP will ensure greater accountability and curb malpractices in Passport Offices.

(iv) Improvement in the security features in the passport, etc.

(c) Detailed information regarding passports issued on the recommendations of authorised signatories i.e. on Verification Certificates is enclosed at ANNEXURE-B